

Outbound Option: Determine if a Number Appears in the Do–Not–Call List

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Introduction

This document is intended to describe how to determine if a number appears in the Do–Not–Call list in a Cisco Unified Intelligent Contact Center Management Enterprise (ICM) Cisco Outbound Option environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Outbound Option
- Microsoft SQL (for ICM versions earlier than 7.x)
- Remote Process Monitor Console (for ICM versions 7.x and later). Refer to Using Remote Process Monitor Console (procmon) for more information.

Components Used

The information in this document is based on ICM versions 7.x and earlier.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Background Information

State and national laws require that predictive dialing systems maintain a Do–Not–Call list. Every campaign and list must be checked against the Do–Not–Call list. If the system finds a number in the Do–Not–Call list,

the system must not dial the number.

Cisco Outbound Option supports the Do-Not-Call list. With this feature, the dialer compares the numbers to be dialed against a Do-Not-Call list before the phone numbers are dialed in order to determine whether the phone number can or can not be dialed. There can be situations, for example, after a Do-Not-Call list is imported, where you need to verify whether certain numbers are in the Do-Not-Call list.

Verify a Number is in the Do-Not-Call List

There are two methods available in order to determine if a number is present in the Do-Not-Call list in Cisco Outbound Option based on the version of Cisco Unified ICM. In ICM versions earlier than 7.x, the Do-Not-Call list is stored in Microsoft SQL Database tables. Whereas in versions 7.x and later, the numbers are stored in memory.

ICM Earlier than 7.x

Use SQL Query Analyzer in order to view/export/search the Do_Not_Call_Table in the Blended Agent (BA) database. Complete these steps:

1. Open SQL query analyzer.
2. Use the drop-down box in order to choose the BA database.
3. In SQL query analyzer, type " `select * from Do_Not_Call.`
4. Click the green check mark in order to execute the query.

ICM 7.x and Later

There are two methods for ICM 7.x and later.

Method 1

Use procmon to check the contents of the Do-Not-Call list stored in memory. These two commands are available:

```
Syntax: c:\>procmon
>>>> donotcall /query Number, Extension

!--- This command verifies if the number-extension
!--- pairs are currently in the memory.
```

```
Syntax: c:\>procmon
>>>> donotcall /count

!--- This gives the total number of entries in
!--- the memory of the Do-Not-Call list.
```

Method 2

After an import of the Do-Not-Call list, the Campaign Manager creates a backup file of what is currently in memory for the Do-Not-Call list. The file is stored in this directory:

```
c:\icm\
```

This file can be viewed in any text editor and can be used in order to verify the contents of the current Do-Not-Call list.

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Related Information

- **Cisco Outbound Option: Do–Not–Call List Table**
- **Voice and Unified Communications Support Resources**
- **Technical Support & Documentation – Cisco Systems**

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